



An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our new mobile app!

COVID-19 and our commitment to you

As the coronavirus outbreak continues to unfold, we are following our emergency response plans and taking the steps necessary to continue to provide safe and reliable service to you.

We also encourage you to use our digital tools to manage your account:

- **Download the mobile app** at the App Store and Google Play to view your bill, make a payment and enter your own meter reading.
- **Call our self-service number** at **800.600.2275** anytime 24/7 to pay your bill, check your account balance and more.
- **Visit nyseg.com** pay your bill, turn service on, turn service off and more.
- **Make a one-time payment online** at your convenience. You may also enroll in **eBill** to continue receiving and paying your bill online.

Your safety is our priority. We encourage everyone to practice simple, preventative measures as recommended by public health authorities. We have instructed our employees in personal hygiene and social-distancing techniques, and have provided resources to help stop the spread of the virus at work and in the community. If you have a service appointment at your home or business, and you are ill, please contact us so we can reschedule or take appropriate measures.

We understand the concern and uncertainty you may be experiencing as a result of this situation and want to help. We encourage you to visit our website, nyseg.com, to learn about **programs and resources that can help you manage your bills** and understand your energy costs. If you are concerned about paying your bill, call us at **888.315.1755** Monday through Friday 7 a.m. to 7 p.m. to speak with a representative about your options. We have suspended all disconnections of service for non-payment through April 15, 2020 when further review will take place and a recommendation will be presented to the New York Public Service Commission.

We will continue to monitor the situation and will take additional measures as necessary, following guidance from public health authorities.



Over the years we've weathered many storms together, we'll get through this, too

We will have the most up to date information including press releases and our contingency plans available in the News section of our website.

Visit nyseg.com for the latest updates.

Don't dig into trouble, know what's below

Whether you're a contractor or homeowner, a safe job starts with **Call 811 Before You Dig.**

This free, statewide service identifies any underground utilities and protects yourself and others from injury.

It's easy. Call **811** or visit digsafelynewyork.com at least two full working days (but not more than 10 days) before starting your project.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.



**Know what's below.
Call before you dig.**

Look up ... look out!

If you're headed outdoors with a list of home improvement projects, remember to watch overhead – it could save your life!

When working around the outside of your house, remember aluminum siding, gutters and ladders conduct electricity. Make sure none of these materials come into contact with an overhead wire. No line is safe to touch, **ever!**

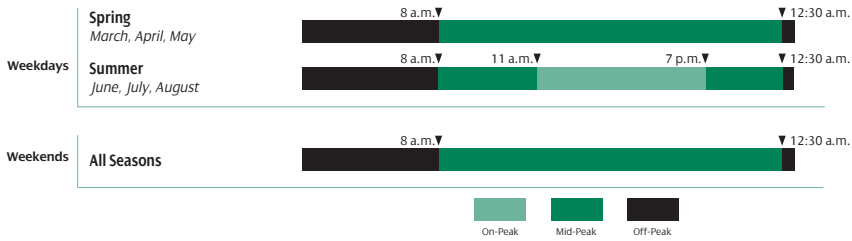
If your project includes trimming trees, please don't trim near power lines, leave that trimming to us. Visit nyseg.com for more information.

Are your timers set to save money?

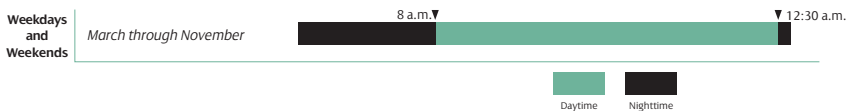
Daylight Saving Time (DST) began Sunday, March 8. If you're a **NYSEG Time-of-Use** or **Day-Night electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your **NYSEG** electric meter.

The clocks in our Day-Night and Time-of-Use meters remain on Eastern Standard Time (EST) all year long. Please refer to the graph below for lower cost hours, or visit nyseg.com and select Electric Pricing under "Understand Your Bill" for more information.

Effective March 8, 2020, our **Residential Time of Use Electricity Rate Service** hours are:



Effective March 8, 2020, our **Day-Night Electricity Rate Service** hours are:



Online tools are easy to use Try eBill

Join nearly 200,000 customers enrolled in **eBill**, our paperless billing service. View up to 13 months of your bills online and print only when you need to. It's the most environmentally-friendly way to receive your bill.

Sign up today at nyseg.com.

